



PRACTICE NEWSLETTER Autumn 2018



Editor: J Nelson

Visit our Web-Site – www.avisford.co.uk

Sponsored by: The Friends

The Friends of Avisford Medical Group

Charity No: 1074882

Latest News

Well, what amazing weather we had this summer. Sadly, it's already becoming a distant memory as we start putting the heating on and booking a flu vaccination. Some of you may have noticed that we are not selling grand draw tickets at the flu clinics this year as we are currently too short of committee members to do this properly; we hope to return to the Christmas Draw next year, please let us know if you miss the draw this year!

On that note, we desperately need some new blood on the committee. We are a friendly group that meet for a couple of hours every six weeks or so at Middleton surgery and run two or three talks throughout the year so, if you feel able to give a little back, please contact us by email avisford.friends@gmail.com or leave a note in the book money post boxes at either surgery.

Our June talk on Male and Female Urological problems given by Mr Hicks and Angela Birnie from St Richard's Hospital was very well attended and there was ample opportunity to ask questions. By the time you read this Dr Wong, consultant cardiologist from St Richard's will have given his talk on heart problems. The tombola that we run at each talk enables us to pay for the hire of the hall so many thanks to those of you that leave your unwanted gifts and contributions for us in your surgery.

A scrumptious cream tea was the prize for those of you that attended our AGM in the afternoon of 29th June and, so you don't miss out next year, why not put the 18th June 2019 in your diary when we will be holding it at Yapton. It is a great opportunity to meet your patient participation group (PPG), hear about the items we've purchased on your behalf and give us your ideas and feedback on the service you get from your surgery.

Don't forget – to keep up with all our latest news and planned talks go to www.avisfordfriends.co.uk or check out our notice boards at either surgery.



Newsletters are available in each surgery & on the Friends' web-site (www.avisfordfriends.co.uk). If you would prefer to receive by post, please complete the details below.

I would prefer to receive a copy of the Newsletter by post.

Name.....

Address..... Postcode.....

From time to time, patients like to make donations – used to purchase much-needed items for the Practice. If you would like to donate, cheques should be payable to: The Friends of Avisford Medical Group.

I would like to make a donation of £..... to the Friends of Avisford Medical Group

Gift Aid IT! If you are a UK tax-payer, the Friends can claim back the tax you pay from HMRC. If you are eligible and you would us to claim Gift Aid on your donation, please sign below – and be sure to enter your address above as required by HMRC.

Signature.....

Date.....

Please return completed forms (ideally in an envelope) addressed to Friends of Avisford Medical Group to either surgery - or place in the book money honesty box.

NB By completing this form, you are agreeing to the above information being held on paper and/or in electronic form by the Friends' committee. It will not be shared with any other organisation, company or person unless required by law.

Local Housing Development



It's no secret that a substantial number of new houses are planned in our area. We are aware of what is planned – and where – but we have not yet been involved in any formal discussions about the provision of GP services for the resulting increased population. We hope that we will be invited to discuss these plans in the not-too-distant future and will update our existing patient population as soon as we have some definite news.

Seasonal Flu Vaccinations

As advised in our Spring edition, this year, there were 2 different vaccines – one exclusively for patients aged over 65 and the other for those who are under 65 but who are considered to be at risk due to a chronic condition.

Unfortunately, we had no control over the delivery schedule for the over 65s vaccine. This restricted our clinics and has resulted in some patients having to wait until well into November for their jab. We have also been told that we cannot order any more of the over 65s vaccine so, once we run out, the options for our over 65 patients are to get a jab at a pharmacy (assuming they have sufficient stocks of vaccine) or to have the quadrivalent vaccine which is most effective on under 65s.

We continue to make every effort to obtain vaccine & are already preparing for next year. We encourage all eligible patients to have a vaccination but share the frustration of anyone we have had to turn away due to a lack of stock.

Mobile Phone & Email Details

We are continuing to collect patients' email addresses and mobile telephone numbers – to give us a better chance of making contact.

We occasionally send out emails to patients regarding health talks or to attach our latest newsletter – but, in accordance with the new GDPR legislation, patients can opt out of receiving these if they so wish.

Clinical System Change

In order to maximise the benefit of collaborative working in and around the Regis locality, Avisford Medical Group will be switching to a new clinical system in the Spring of 2019. This will mean that we will be on a common system 'platform' with all the other Practices in Regis as well as the other major NHS providers in our area.

The benefits of making this move will be substantial and will include better, more accurate and up-to-date information about our patients' health.

Once we know exactly how this 'system migration' will affect our patients, we will let you know. There will be a short period when we may have to cut back or stop all but urgent appointments but we will know more in the new year.

On-line Access



For a few years, patients have been able to access their health record, book appointments and order repeat medication on-line. When the Practice moves to a new clinical system in April 2019 (see separate article above), existing logins will no longer work. Patients will need to re-register for on-line access. With nearly 3,000 patient who have on-line access, this will be a major operation and there will be some disruption – but please bear with us.

CQC rating

The Care Quality Commission (CQC) regulates the provision of health & social care in the UK. The Practice was inspected in 2016 and was rated as 'Good' overall. Then, quite unexpectedly, CQC decided to come and inspect us again in April 2018.

The outcome on this occasion was disappointing as our overall rating reduced to 'Requires Improvement'. The main reasons for this were some policies not being completely up-to-date and the inspectors found some to be difficult to locate on our computer system. There were also some issues around the lack of up-to-date safety, security and infection control certificates for both surgeries.

Practice management is now working to address all of the necessary areas and we expect CQC to return for a follow-up inspection in the new year.

Staff News

A few changes to tell you about in this issue – a mixture of arrivals and departures.

Dr Katarzyna Lisowski joined us in June. She lives locally in Walberton with her family. Dr Lisowski works in the Practice on Mondays, Tuesdays & Thursdays.

Dr Heather Beaumont returns from maternity leave later in November.

Nurse Practitioner, **Tania Ladbrook** has returned from her maternity leave but is working fewer clinical sessions than before. Tania works in the Practice for 6 sessions per week, spread between both surgeries.

Since our last issue, one of our nurses, Katie Coleman has left for pastures new. However, we have a new nurse who has been able to take over some of Katie's work. Her name is **Louise Binns**. She currently works in the Practice on Mondays, Tuesdays & Wednesdays.

In Reception, we are pleased to welcome back Katy Perry at Yapton. We also have Clare Harrington who is our first Receptionist to work regular shifts at both surgeries.

GP Access Hubs

In our last edition, we announced a new 'Miami' (Minor Illness and Minor Injuries) service in the Regis locality. This was, effectively, an overflow GP service initially hosted by Maywood Surgery in Bognor. Now, these clinics have been re-named 'GP Access Hubs' and these will run Monday to Friday (4.30pm to 8pm) and at weekends – both at Maywood and at our own surgery in Yapton.

The purpose/emphasis for these clinics has changed slightly. Appointments no longer need to be urgent but they should not be used to follow-up an existing condition (as the consulting GP may not have access to patients' historic notes).

The new service was supposed to have been fully up & running by 1st October but staff recruitment issues have delayed progress. Once suitable staff have been recruited, there will be GP appointments available each weekday evening and nurse appointments at weekends (both Saturday & Sunday).

Appointments should be booked with your own surgery. When you attend for your appointment, unusually, you will be asked to give consent to be consulted or treated as the new service is not provided by the Practice – we are just hosting their clinics. The provider is Innovations in Primary Care (IPC) who are based in Worthing.